



Docket No.: 436.007/09903737
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Robert Scarano

Application No.: 10/687,702

Filed: October 20, 2003

Art Unit: N/A

For: METHODS AND APPARATUS FOR AUDIO
DATA MONITORING AND EVALUATION
MINING USING SPEECH RECOGNITION

Examiner: Not Yet Assigned

INFORMATION DISCLOSURE STATEMENT (IDS)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Pursuant to 37 CFR 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the references listed on the attached PTO/SB/08. It is respectfully requested that the information be expressly considered during the prosecution of this application, and that the references be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is filed before the mailing date of a first Office Action on the merits as far as is known to the undersigned (37 CFR 1.97(b)(3)).

A copy of each reference on the PTO/SB/08 is attached.

The Director is hereby authorized to charge any deficiency in the fees filed, asserted to be filed or which should have been filed herewith (or with any paper hereafter filed in this

Application No.: 10/687,702

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application by this firm) to our Deposit Account No. 06-2375, under Order No. WO-436007.
A duplicate copy of this paper is enclosed.

Dated: JAN 23, 2004

Respectfully submitted

By

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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				Complete if Known	
				Application Number	10/687,702
				Filing Date	October 20, 2003
				First Named Inventor	Robert Scarano
				Art Unit	N/A
				Examiner Name	Not Yet Assigned
Sheet	1	of	1	Attorney Docket Number	436.007/09903737

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	AA	US-5,535,256	07-09-96	Maloney et al.	
	AB	US-5,638,489	06-10-97	Tsuboka	
	AC	US-6,603,854	08-05-03	Judkins et al.	
	AD	US-6,263,049	07-17-01	Kuhn	
	AE	US-6,408,064	06-18-02	Fedorov et al.	
	AF	US-6,542,602	04-01-03	Elazar	
	AG	US-6,408,270	06-18-02	Garber	
	AH	US-6,061,652	05-09-00	Tsuboka, et al.	
	AI	US-5,884,259	03-16-99	Bahl, et al.	
	AJ	US-20020147592	10-10-02	Wilmot et al.	
	AK	US-2002/0051522	05-02-02	Morrow et al.	
	AL	US-2002/0156776	10-24-02	Davallou	
	AM	US- 20010049601	12-06-01	Kroeker et al.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
	BA					

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant

¹ Applicant's unique citation designation number (optional). ² See attached Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the application number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	CA	"VorTecs Uses Fast-Talk to Power Intelligent Communication Solutions" pages 1-3	
	CB	Geoffrey Giordano, "Integrating a Call Logger Into the Modern Contact Center", December 3, 2001, pages 1-6	
	CC	Jeffrey Kingdon, "Computer Telephony Integration", November 28, 2001, pages 1-7	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.

Examiner Signature		Date Considered	
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